

Notice of References Cited		Applicant/Patent	Application/Control No.	
		Harrison	08/919,450	
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x X	E. Ghalichi and J. Collins, "The Dispatch Advisor-Merging Optimization and AI Technologies to Dispatch Service Technicians," in Proc. Workshop on AI for Customer Service & Support, 8th IEEE Conf. on AI Applications, Monterey, California, March 3, 1992, pp.	

¹ A copy of this reference is not being furnished with this Office action. See MPEP § 707.05(a).

² Dates in MM-YYYY format are publication dates.

³ Classifications may be U.S. or foreign.

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	V	
	W	
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